**MARK THOMAS CHARTERED SURVEYOR**

**PRIVACY POLICY**

**Mark Thomas Chartered Surveyor (MTCS)** is committed to protecting and respecting your privacy. This Privacy Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be protected by us. Please read the following carefully to understand our views and practices regarding your personal data and how we treat it. By visiting [www.markthomascs.co.uk](http://www.markthomascs.co.uk) you are accepting and consenting to the practices described in this policy.

**Who is the Data Controller?**

For the purpose of the Data Protection Act 1998 (‘The Act’) the data controller is Mark Thomas.

**What personal data do we collect?**

We collect and process only the data that is required to allow us to provide our services to you.

1. We do not collect any data via our website.
2. Enquiries – When you contact us directly by phone or email, we may collect additional data to help us resolve any queries relating to your enquiry.
3. If you have given us your consent, we collect and process your personal data for property management purposes.

**Who will process your data?**

Your personal data will be processed by the internal staff of MTCS who have been specifically trained and authorised for this processing. Your data will not be shared with any third party unless in special circumstances we may be required to disclose or share your data without your consent. For example, if we are required by the police, the courts or for any other legal reason. Your data may be transmitted to the police, judicial and administrative authorities in accordance with the law for the investigation and prosecution of crimes, the prevention of and protection from threats to public security, to allow MTCS to ascertain, exercise or defend a right in court, as well as for other reasons related to the protection of the rights and freedoms of others.

**How long do we keep your data?**

We keep your personal data for a limited period of time in line with our data protection policy. The specific retention will vary according to the reason for processing your personal data. After this period your personal data will be permanently erased or otherwise irreversibly rendered anonymous. Your personal data are retained in accordance with the following criteria.

**Your rights**

You have the right to request a copy of the data we hold about you (and we will provide this to you free of charge once we have confirmed your identity). If you would like a copy of some or all of your personal data please email or write to us using the contact details in this policy. If we do hold data about you we will:

* give you a description of it.
* tell you why we are holding it.
* tell you who it could be shared with.
* tell you how long we will keep the data.
* if the data was not provided by you, we will give you any available information such as the source of the data.
* tell you if the data has been for automated decision making.
* tell you if the data is stored outside of the European Economic Area and if so what safeguards are in place to protect your personal data.

You have the right to ask us to correct any inaccuracies in the personal data we hold about you and to stop us using your data until it has been corrected. We want to make sure that your personal data is accurate and up to date and we will be happy to correct or remove data that you think is inaccurate.

You have the right at any time to oppose our processing of your personal data on the basis of our legitimate interest. You will need to explain the reasons behind your request and allow us to consider your request and respond.

You have the right to request the deletion of your personal data.

You have the right to receive a copy of your data that we process based on your consent or on the basis of a contract with you in a standard format if you wish, where technically possible, we can transfer your data to a third party indicated by you.

To exercise any of these rights contact MTCS at mark@markthomascs.co.uk or 01895 450800

To ensure that the data of our users are not subject to breaches or illegitimate use by third parties, we will ask you to confirm your identity before carrying out your request.

**Security**

We protect your personal data with specific technical and organisational security measures aimed at preventing your personal data from being used illegitimately or fraudulently.

**Complaints**

If you believe that MTCS is processing your personal data in contravention of the Law you can file a complaint with the supervisory authority responsible for compliance with the rules in personal data protection.

**Changes to this notice**

We keep our privacy policy under regular review and we reserve the right to modify it at any time in order to reflect changes in our services and in privacy regulation. Please therefore review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. The Privacy Policy was last updated on September 9th 2023.